

Employee Self Service: Claiming Social Worker Retention Market Premiums

This guide will help you use Employee Self Service to make a claim for Social Worker retention market premiums.

Remember, all claims must be submitted and approved on, or before the 10th of the month to ensure payment in that month's pay. Claims submitted or approved after this date will be automatically paid the following month.

Creating a new claim:

1. Click on 'Enter Claims' in the Employee Self Service menu.
2. To start a new claim, click on the 'Create New Claim' button.
3. Select the assignment the claim is for by clicking on the pencil icon.
4. Choose the month - select the current month we are in (Note: This should only be claimed in June or December and should not be claimed at any other time of the year. See either "Specialist Children's Services Social Worker Market Premium Guidelines and Criteria", or "Guidelines and Criteria OPPD and DCLDMH Market Premiums" for more information.
5. You will be taken to the 'Enter Claims' screen.

Entering claim information:

1. Claim Type - select ASW Retention Payment (OPPD/DCLDMH) or CSW Retention Payment (SCS) from the drop down list.
2. Claim From and Claim To - the dates will automatically default to the first and last available day of the month. Do not amend these dates.
3. Once you have selected ASW Retention Payment or CSW Retention Payment the 'Info1'/'Info2' boxes will change to 'Months'. Type the number of months you are claiming for. (Note: Part months cannot be claimed. See either "Specialist Children's Services Social Worker Market Premium Guidelines and Criteria", or "Guidelines and Criteria OPPD and DCLDMH Market Premiums for more information.
4. Comments - if you wish to provide your manager with information about your claim, add this to the 'Comments' box.
5. Cost Code (Non-Default) - this should be left blank unless the claim needs to be paid from a cost code other than your default cost code.
6. When you have entered the claim details, click on the 'Add to Claim' button. The claim details will be recorded and will appear at the bottom of the screen.

7. If you have any other claims or allowance that need to be claimed for the selected month, you can also claim these at the same time. The input row will now be clear for you to input a new claim line if required.

When you have finished entering your claim information you have a number of options:

1. 'Save for later' button - allows you to save your claims. You can then make changes or add additional claims for that particular month at a later date. You will be able to find your claim in the table at the bottom of the Claims Home Page.

2. 'Confirm Claim Details' - when you click on this button you will be taken to the 'Review and Submit' screen. You should check the information you have input. If you need to make any amendments to the claim, select 'Edit Claim Details', which will take you back to the previous screen. If the details are correct, click on the 'Submit Claim' button. The claim will be submitted to your line manager for approval. You will receive a confirmation e-mail when it has been approved.

To check or update an existing claim or view your claim history

- The table at the bottom of the Claims Home Page lists your claim history. The status of the claim will be displayed, for example, 'Complete', 'In Progress', 'Saved for Later', 'Submitted for Approval', 'Returned for Correction', 'Rejected' or 'Error'.
- To access a claim, click in the 'Select' box next to the appropriate claim, and then click on the 'View Claim Details' button.
- For claims that have not yet been submitted for approval, you can click on the 'Edit Claim Details' button and make changes/add claim rows as necessary.
- If required you can export a summary of all of your Self Service claims by clicking 'Export Claim Summary'. Or you can export the full details of an individual claim by selecting a claim and clicking 'Export Claim Details'.

Manager Self Service:

If an employee is unable to make a claim using Employee Self Service, Managers are able to use 'Enter Team Claims' to submit the claim on their behalf.

Help and Support:

For queries specifically relating to claiming the Social Worker Retention Market Premiums, please refer to the [Claiming a market premium guidance](#).

If you have any technical issue, log into Service Now and raise a call by selecting the 'ICT' Service on the left hand side of the screen or alternatively us the 'Chat' function. If you are not able to access Service Now, e-mail ICTservicedesk@cantium.solutions and they will raise a request on your behalf.

If you have an HR related query, log into Service Now and raise a call by selecting the 'Human Resources' Service on the left hand side of the screen or alternatively us the 'Chat' function.

